

**OFFICE OF THE CHIEF TECHNOLOGY OFFICER
OFFICE OF THE SECRETARY OF THE DISTRICT OF COLUMBIA**

ESTABLISHMENT OF A DISTRICT TECHNOLOGY STANDARD

FileNet/IBM Selected As Enterprise Content Management Application Standard

Purpose:

This notice is the official announcement of FileNet/IBM as the Enterprise Content Management business and technology standard for the District of Columbia.

Authority:

The District of Columbia (DC) Government's Office of the Chief Technology Officer (OCTO) was established to execute the legislative mandate to centralize responsibility for the District government's investments in information technology and telecommunication systems and to help District departments and agencies provide service more efficiently and effectively. OCTO also develops and enforces policy directives and standards regarding information technology (IT) and telecommunication systems throughout District government.

The Office of the Secretary of the District of Columbia was established in 1802, and is responsible for a wide variety of administrative, ceremonial, and operational duties for the Mayor of the District of Columbia. In 1985, DC Law 6-19 created the Office of Public Records Management, Archival Administration, and Library of Governmental Information within the Office of the Secretary, to collect, preserve, conserve, and service the official records of the District of Columbia government. The Office of Public Record's three divisions hold a wide array of documents that include administrative, architectural, engineering, fiscal, genealogical, historical, and legal records. The Office of Public Records within the DC Archives, appraises, schedules, selects, accessions, stores, preserves, and makes available to researchers the permanent records of the District government.

The District's Enterprise Content Management (ECM) Program is a collaborative effort between the Office of the Secretary, Executive Office of the Mayor (OS/EOM) and the Office of the Chief Technology Officer.

Technology Sector:

Enterprise Content Management is an industry term that is defined as the business rules, business practices, and associated technology to digitize (or image) paper documents and manage electronic business records or documents through their entire lifecycle (Capture, Scan, Organize, Access, Share, Analyze, and Dispose).

Basis for Initiating Standard Setting:

In 2002, an 18 month pilot project involving 350 District employees in the 14 business units of the Executive Office of the Mayor substantiated the benefits of using both business processes and technology to leverage information, save money, increase effectiveness, and eliminate significant amounts of paper and storage. In January 2005, the District competitively selected Doculabs, a leading technology industry research firm, to provide support to the city in selecting a technology solution that would meet 80% of all District agency needs in the ECM sector.

Timeline of Analysis:

➤ January 2005 through July 2005 – Phase I of Analysis – District Level Assessment
(Documentation and deliverables are located under Phase I at www.doc.octo.in.dc.gov):

- Current State Assessment
- Benchmark Analysis
- Standards Analysis
- Future State Analysis and Referential Architecture
- Strategic Options
- Pilot Evaluation and Selection

➤ July 2005 through March 2006 – Phase II of Analysis – Agency Level Requirements
(Documentation and deliverables are located under Phase II at www.doc.octo.in.dc.gov):

- Pilot Agency Assessment
- Agency Requirements
- Detailed Agency Cost Benefit Analysis
- Agency Referential Architecture
- Agency Back-file Analysis

➤ Spring of 2006

The District issued a Request for Proposals and two vendors responded, Documentum and FileNet. Gartner Research Groups has identified these two companies as providing “best of breed” services.

➤ Summer of 2006

Doculabs Inc. completed its vendor analysis, which was then presented to the District’s technology Architectural Review Board. The board found FileNet’s proposal consistent with the District’s technology infrastructure. However, the funding for the document management program was diverted to other priority programs. Because funding was not available, a final determination was not made.

➤ March of 2007

New leadership at OCTO and OS/EOM began re-evaluating the need to select a DC technology solution for Enterprise Content Management.

➤ June of 2007

Based on the analysis and investment by nine District agencies, the District Secretary and City Administrator concluded that the business case for FileNet was adequate to select it as the District standard for Enterprise Content Management.

➤ September and October of 2007

The OCP Director, the OCFO Contracting Officer, the Secretary of the District, and the Chief Technology Officer reviewed the decision. FileNet was confirmed as the District standard for Enterprise Content Management.

For more information, contact Bill Zybach, ECM Program Manager, Office of the Chief Technology Officer, at (202)724-8785, or Erica Easter, Chief of Staff, Office of the Secretary at (202)727-6624. The documentation for this decision can be obtained from the above contacts, or if you are a District employee, it can be viewed at www.docs.octo.in.dc.gov.